

DEPARTMENT OF BENEFIT PAYMENTS



May 10, 1974

ALL-COUNTY LETTER NO. 74-84

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: QUALITY CONTROL REVIEW TRAINING WORKSHOP

REFERENCE:

The Department of Benefit Payments' Program Assessment Branch and County Training Bureau recently concluded a series of statewide training workshops on quality control forms and procedures.

At the time of the workshop, several questions were raised that we were unable to answer at that time. Since then, we have obtained the answers and have enclosed a list of those questions with the answers, in order to assist your staff in the establishment of an effective quality control program.

Thank you for sending your staff to the training sessions. We greatly appreciate your interest in attempting to accelerate error rate reduction through the implementation of this program.

Perhaps additional questions have arisen since the workshop. If so, please contact Rich Mekata, Program Assessment Branch, at (916)445-0220.

Sincerely,


DENNIS O. FLATT
Deputy Director
Welfare Program Operations

Enclosure

cc: CWDA

OBSOLETE

Superseded by

ACL 77-15

Issued 3-17-77

QUALITY CONTROL REVIEW

Questions and Answers

QC Procedure

1. Question:

What should county Quality Control workers do if a recipient refuses to cooperate in the home visit?

Answer:

This question has been referred to the Department's Legal Affairs staff. When legal interpretation on this matter has been received, the counties will be informed of the proper procedure.

2. Question:

Is a motor vehicle exempt for work if the recipient does not use the car to get to and from work?

Answer:

No

3. Question:

Is there a cutoff date when cases must be turned in by counties?

Answer:

We suggest you follow our procedure. That is, after 60 days make a forced decision on a case if at all possible. A forced decision is appropriate if the only thing holding up a complete case is a pending verification document. If the forced decision proves incorrect, a revised schedule would be submitted. Cases for the period January through June 1974 should be turned in by July 31, 1974.

4. Question:

What kind of QC error would result from improper claiming of tax exemptions?

Answer:

If a recipient or applicant employee is claiming at least one exemption for income tax purposes we would consider the case in compliance with Regulation 44-113.231 and would not code an error. If a recipient/applicant is claiming zero exemptions for income tax purposes, the case would be coded ineligible since under IRS rules you can always claim yourself no matter what your income.

5. Question:

What kind of data will the state return to counties?

Answer:

A listing of cases showing the number, types, and amounts of errors. The AFDC Program Operations Bureau will assist the counties with analysis and corrective action planning.

6. Question:

When do we postpone or drop the QC review due to suspected fraud?

Answer:

We suggest that the QC analyst discuss the matter with the fraud investigator. If he feels that the QC review would interfere with his investigation, the analyst would postpone his review until such time as it will not interfere with the fraud investigation or until the deadline on the six-month review period is reached, whichever is sooner.

7. Question:

When calling a school for verification, how can a possible breach of confidentiality be avoided when a student assistant is working in the office?

Answer:

First, inform the recipient that you plan to contact the school and request his/her consent. If the recipient does not consent, and cannot provide satisfactory verification, inform the recipient that you will still have to contact the school. Second, when contacting the school, request to speak with the registrar or attendance clerk.

8. Question:

How does Doe vs. Carleson affect what we may ask regarding continued absence or support payments?

Answer:

In order to substantiate continued absence, the recipient must state that the father is absent. She must also state whether and how much he contributes. Beyond that, she does not have to give information on the absent father. Inform the recipient of her rights under Doe vs. Carleson, and request her voluntary cooperation.

9. Question:

How do QC reviews evaluate the reasonableness of child care expense?

Answer:

Unless the amount claimed appears unreasonable, it is accepted. If it seems too high, compare the expense with what child care centers are charging. If other centers are significantly cheaper, determine their availability. If another center is available at a lower rate, child care can be allowed only up to that rate.

10. Question:

On the QC Review Schedule, Item N, in an unemployed father case, would the father be shown as the caretaker relative?

Answer:

In conventional usage, yes. However, it actually seems irrelevant whether the father is shown as the caretaker relative or as the spouse.

11. Question:

If the district attorney records verify the father's absence and show the amount he is contributing, can we accept the record as verification?

Answer:

Yes, if the QC reviewer feels the records are reasonably current.

12. Question:

Can counties use the boxes on the far right of the QC Schedule for their own entries?

Answer:

No. These boxes, beginning with number 32, are used by Program Information Bureau to show the answer for each item selected. Of course, if the county keeps its own copy of the schedule, it can use these boxes for its own purposes on that copy.

13. Question:

In the case of a minor mother living with her mother, when the grandmother is not in the FBU but is made the payee because the mother is a minor, which individual would be interviewed in the home visit?

Answer:

Both the minor mother and the grandmother.

14. Question:

Do we do routine bank clearances, property searches, insurance searches, etc.?

Answer:

No, we do clearances in order to verify declared property or to determine possible ownership if there is doubt of the veracity of the recipient's statement.

15. Question:

In a situation where aid is being paid pending a fair hearing decision and another action is taken and no new fair hearing is requested - can this case be reviewed?

Answer:

No, part of the assistance is still being paid pending fair hearing decision.

16. Question:

QC Manual, Page 4-3500 - if a recipient did not receive a check in the review month but in the following month received a supplemental check for the review month, would this case be reviewed?

Answer:

No, the requirement is that the check must be received both in and for the review month in order for the case to be reviewable.

17. Question:

- a. If a case is federally ineligible and no federal funds are being claimed, do QC analysts review that case?

Answer:

No

- b. If a case is federally ineligible, but federal funds are being claimed, do we review that case?

Answer:

No, if the case is eligible for state funding. (If the case is neither eligible for federal nor state funding, the case will be reviewed.)

18. Question:

How do we treat an overpayment adjustment from a previous month's error that is being continued in the review month?

Answer:

For purposes of QC, ignore it. If you should discover that the adjustment is in error (i.e., an overpayment adjustment is continuing even though the overpayment has already been completely adjusted) you may inform the supervisor of the error, but do not consider the adjustment when computing the grant or any money error for the review month.

19. Question:

How far do we go to verify the degree of relatedness of a nonneedy relative to a child?

Answer:

When applicable and possible, a driver's license, ID card, etc., should be viewed to establish the identity of the NNR. Birth certificates should be viewed to establish relatedness. If no documentation is available and there is no reason to doubt the relatedness, the NNR's statement is accepted.

20. Question:

How do we verify the contents of a safety deposit box?

Answer:

Use the client's statement and the bank records which state the contents.

21. Question:

What procedure should county QC staff follow to get answers on program questions?

Answer:

When program questions cannot be resolved by the county staff, the question may be referred to the AFDC Program Operations Bureau liaison analyst assigned to the county.

22. Question:

If a nonrecurring special need is requested but not paid several months before the review date, would that constitute an underpayment in the month of review?

Answer:

No, it would be an underpayment only in the month of request.

23. Question:

If a sample case is not on aid as of the 1st of the review month, is restored to aid on the 4th, and receives a check on the 15th, do we review it?

Answer:

No. If the sample case is not on payment status on the first of the month, the case will be dropped.

24. Question:

Does child care have to be provided by a licensed person unless it is provided by a relative?

Answer:

No, unless the county is paying the cost of child care out of administrative funds, there is no requirement that it be provided by a licensed home or individual.

25. Question:

Mother went to EDD and wants to be exempt from registration due to medical reasons. EDD gave her 30 days to obtain medical verification. How should this case be coded if she does not get verification within 30 days?

Answer:

If the 30-day period has not expired as of the review date, she is exempt. If the 30-day period has expired and she is still not exempt nor registered as of the review date, she is ineligible and the case should be coded as an agency error for not taking action.

26. Question:

Are cases that have been reduced to zero because of an overpayment adjustment to be reviewed?

Answer:

No, since no check was received both in and for the review month.

27. Question:

If a recipient has moved to another county, should the original county request that county to complete the home visit?

Answer:

Since this requires a great deal of cooperation between these two counties the sample case can be dropped. However, if both counties consent to such a procedure, they may complete the case.

QC Form 341 Review Schedule

Item G. Number of months between most recent action and review month.

28. Question:

Do we count the month in which the latest action occurred?

Answer:

No

Item I. Deprivation Factor.

29. Question:

In the case of a nonneedy relative, how do we show deprivation?

Answer:

Just as you would show deprivation for any other case.

Item N. Current employment status of caretaker relative and spouse
Included in assistance group.

30. Question:

Does current employment status refer to the review month or the prior budget month?

Answer:

Review month.

31. Question:

Mother and stepfather are in the home with no common children. If the stepfather is fully employed and not in the FBU, is Box 2 or Box 9 to be checked?

Answer:

Box 9.

32. Question:

The NNR is working full-time, but not in the FBU. Under caretaker relative, is Box 2 or Box 9 checked?

Answer:

Box 9.

33. Question:

Is the ex-spouse or current spouse to be considered under current employment status?

Answer:

Current spouse.

Item J. WIN program registrants or participants.

34. Question:

If a person is exempt from registration, is Box 1 (Yes) or Box 2 (No) checked?

Answer:

Box 2 (No) Note "exempt" next to Box 2.

Item O. Income and/or resources.

35. Question:

Are household furnishings included when considering liquid assets and personal property?

Answer:

No, since under current active regulations, the value of household furnishings does not affect grant or eligibility.

QC Form 341-A Face Sheet

36. A-8. Identifying information - most recent action:

Question:

Is this date taken from the date of the WR 2 or the date of the WR 3?

Answer:

The date of the WR 3.

37. Question:

Because of oversampling recommendations and because of the completion of case reviews in the order in which they were selected, won't some cases not be needed for a particular month's sample and not be reviewed at all?

Answer:

Yes. For example, a county selects/requests 40 sample cases per month with the intention of completing 30. Of the first 35 cases in the sample list, the county completes 30, its anticipated number of cases, and 5 cases were erroneous listings. As a result, there are 5 cases remaining in the sample list that are not needed. If the county wishes to complete these remaining 5 cases, they may do so. If not, the county may simply not review these cases.

38. Question:

How should the Review Schedule be completed for such cases that are not reviewed because a sufficient number of cases have been completed for a month's sample?

Answer:

Complete numbers 1, 3 and 6, and letters B, C and Q. For Item Q, Disposition of Case Review, Box 5 will be checked, and "case not needed to meet sample size requirement" will be written in the lines provided.

39. Question:

How is Item C, Review Number to be indicated on the Review Schedule?

Answer:

Sample cases are to be numbered and listed consecutively in the order in which they were selected. The review number of a sample case is the sequential number assigned to that case from the sample list.

40. Question:

Some counties have received a QC sample from the state for a prior month but did not implement the QC program immediately. They preferred to wait until they attended the QC Training Workshops before proceeding. Since that original sample is now a few months old, can the county disregard it and request a more current sample?

Answer:

Yes. However, the county must inform Program Information Bureau that the entire previous sample will be discarded.

41. Question:

Cases which have been sampled in the last six months must be discarded and other cases randomly selected. Is this to mean the time period in question is six calendar months prior to the review month?

Answer:

No. Further clarification was required for this question. A sample case cannot be reviewed twice within the same base period. Duplicate case reviews which are less than six months apart must be in two different base periods.

42. Question:

For those counties selecting their own random samples, the EC 180 must be received by Program Information Bureau by the 10th working day of the review month. Can the county select its sample from its Integrated Payroll which is not available by the 10th working day of the review month?

Answer:

Attempting to achieve uniformity throughout the state we recommend that the counties select their sample cases from the aid payroll that is available to the counties which will allow them to meet the EC 180 submission deadline. However, if a county insists upon selecting their samples later in the review month, they may do so. The EC 180 must be submitted as soon after the sample selection date as possible. The county must also inform Program Assessment Branch of their sample selection procedure regarding the approximate day of the month that samples will be selected.

43. Question:

For those counties who started QC reviews prior to January 1, 1974, can review schedules be submitted to Program Information Bureau for these cases?

Answer:

No. Only submit review schedules for the January to June 1974 base period samples. Because revisions in the federal forms necessitated a new computer program, data from the old review schedules cannot be combined with the new forms in a computer printout.